

# Lighthouse Recovery



Dear Resident,

Welcome to the Las Vegas Rescue Mission's Recovery program. Located at 480 West Bonanza Road Las Vegas, Nevada 89106-3227. We are excited to be a part of your transition into a healthier life. The Las Vegas Rescue Mission is a Faith Based Recovery program that also includes clinical treatment with group and individual session, support meetings (12 steps, Celebrate Recovery and SMART Recovery) and Chapel Services. LVRM has a goal to provide a holistic approach to recovery. Alongside clinical treatment, LVRM also has work therapy where residents will build life, social and employment skills.

We believe our first responsibility is to you, our client, families, and community from whom they come to us seeking help and hope. **Proverbs 3 Do not withhold good from those whom it is due, when it is in the power of your hand to do so. Do not say to your neighbor, "Go, and come back, and tomorrow I will give it," when you have it with you.**

Through effective, innovative Christian programming, the Mission provides a path for those who want to escape the despair of the street. We must meet you where you are with your goals; treating you with the dignity you deserve. **Proverbs 3, Trust in the Lord with all your heart, and lean not on your own understanding; In all your ways acknowledge Him, and He shall direct your paths.**

**Deuteronomy 31:6**

Be strong and courageous. Do not be afraid or terrified because of them, for the LORD your God goes with you; he will never leave you nor forsake you.

**Your journey of Redemption, Recovery, and Restoration**

Respectfully,

The Las Vegas Rescue Mission Management Team

A letter from the pastor.

Welcome! My name is Daniel and I have been in recovery for over 13 years for drug addiction. I have been working at the mission since November 2020 as the Pastor. While my father was a Pastor and my grandparents were missionaries, I had zero aspirations of being a pastor or in ministry in any way. I grew up with a significant amount of church hurt and saw my Father and Grandfather as hypocrites. Through recovery and working the steps, I have worked through a lot of that and many other issues that I have struggled with over the years. All that to say, I am not your average run-of-the-mill Pastor.

My prayers for you, as a newcomer here, are many. First, I pray that you will give yourself and recovery a real chance. It took me months to let my guard down, get honest with myself and others, and realize that I didn't have everything all figured out. Let's just say, I didn't walk into recovery on a winning streak. I pray that you seek more than just sobriety and a job before you leave. It's going to take a lot more for your recovery to be sustainable. I pray that you challenge yourself every day to become and remain teachable. There is a lot of opportunity to learn, grow, and quite literally completely change the trajectory of your life. Not just get sober, change your life.

I look forward to meeting you and hearing your story when you're ready. We have daily devotions, Bible 101, Celebrate Recovery, and Sunday services held every week. I am available for one on ones to go through the steps or just talk. Some days are going to be harder than others but if you decide to not quit, I promise it will be worth it.

Hold on tightly to God and loosely to everything else.

Pastor Daniel

# Program Structure

## **Application and Intake Process**

The Las Vegas Rescue Mission prohibits discrimination based on based on membership of a client in a protected class such as race, color, creed, national origin, ancestry, sex, gender, gender identity, gender expression, sexual orientation, age religion, physical disability (including HIV and AIDS), mental disability, medical condition, marital status, citizenship status, military service status or other consideration protected by law.

The first step to join the program is to fill out the written application. Applications for the program are taken from:

- Self:
  - Walk-ins, calls, emails, etc.
  - Overnight guests from emergency services
- Agency referrals
- Friends and family's referrals
- Courts referrals

Please note: any person needing detox will be referred to out to appropriate agencies. Those referred for detox services must return with a certificate of completion or appropriate discharge paperwork clearing them medically.

After an application is received, a team member from the Recovery Department will initiate engagement into the program. If for some reason the program is not an appropriate fit, a referral will be made to the best of our abilities to the appropriate agency. Those who are identified as candidates for the program will be brought in. Staff will review the programming including rules, processes, group schedule, etc.

## **Treatment Costs**

There are minimal costs for the Lighthouse Recovery Program. All residents receiving any kind of income (ex: disability, SSI) are asked to make monthly payments. Those who do not receive a regular income are required to contribute through their monthly EBT/SNAP. The costs will be explained in our Recovery Application and/or with Recovery Staff. This assist the Mission with your recovery treatment costs, specifically food costs. LVRM currently does not bill insurances. LVRM will not turn away any person for inability to pay.

**Please note:** Any mishandling of SNAP Benefits can reflect on LVRM. LVRM has the right to impose any consequences if you are caught doing anything illegal with your SNAP. **It is ILLEGAL to:**

- Sell or attempt to sell, your EBT card.
- Use SNAP benefits to buy food for eligible household members.
  - DO NOT SHARE YOUR SNAP BENEFITS WITH ANY ONE!

- Resell any food items purchased with SNAP benefits.
- Sell any items prepared with food purchased with SNAP benefits.
- Use SNAP benefits to buy non-food items.
- Exchange your benefits, the food purchased with your EBT card, for anything of value (trafficking). Examples of illegal trafficking include exchanging food benefits for cash, drugs or weapons.

**Penalty for Illegal Use-** If you intentionally misuse your SNAP benefits, you may be:

- Disqualified and lose your benefits:
  - For at least one year
  - Up to 10 years
  - For a lifetime
  - Disqualified even if you move to another state
- Required to repay any trafficked benefits.
- Subject to fines.
- Subject to legal action, including criminal prosecution.
- Department of Welfare Support Services will cooperate with local, state and federal authorities to prosecute trafficking of SNAP benefits.

## **Assessments**

Residents will meet their counselor who will complete their clinical assessment become their primary counselor. All clinical staff have appropriate certification, license or internships and meet the State of Nevada Board requirements. Clinical assessments utilize the Diagnostic and Statistical Manual of Mental Disorders (DSM) Diagnosis and ASAM Placement Criteria treatment recommendations. Diagnosis and treatment recommendation will be made at that time and reviewed with resident.

## **Program Design**

### **Your journey of Redemption, Recovery, and Restoration**

We at the Las Vegas Rescue Mission (LVRM) utilize person centered approaches, individualized treatment planning, alongside with Therapeutic Community and Work Therapy. We are happy to have the opportunity to help you make significant changes in your life. Here at the LVRM our goal is to lead you to healing and vibrant relationships with God and others. While you do not have to be a Christian, you must be open to learning from the teachings of Jesus as we combine faith with our recovery. The rehabilitative objective is to help you attain a life of sobriety, to experience a life of peace with God, others and self, and to continue to develop and maintain healthy relationships and life benefiting habits.

At LVRM you will:

1. Attend individual sessions with a counselor
2. Attend individual sessions with a pastor.
3. Attend on-site chapel services and morning devotions.
4. Attend regular group therapy sessions. Group topics may include:
  - a. Boundaries
  - b. Trauma and Addictions
  - c. Relapse Prevention
  - d. Healthy Communications
  - e. Stress Management
5. Attend support group meeting such as Celebrate Recovery, SMART Recovery, Alcoholics Anonymous, Narcotics Anonymous, or Gamblers Anonymous.
6. Form supportive relationships to help you complete your recovery goals from clients currently in the program and staff.
7. Attend sessions with an experience Case Management and Peer Support Team for personalized support and goal setting.

### **The Importance of attendance, obtaining new tools and applying**

**CHAPEL & WORSHIP ATTENDANCE:** All Residents must attend chapel services. Only clients at work therapy during chapel are excused. Attendance and involvement in your own church is required by Phase 3.

**H&I 12 Step Meeting:** All residents must attend on site H&I 12 step meetings. Only clients at work therapy during the meetings are excused.

## **PROGRAM PHASES AT LVRM**

Because it is residential, there are structures in place to create a safe and healing environment. Trauma Informed is a phrase you may begin to hear. At LVRM, Clients are expected to respect that many people have experienced trauma in many different ways. We are all to act in a manner that supports them. This means, no threatening, intimidating, yelling, aggressive/sexual language or gestures and no touching others without permission. Failure to comply may result in being asked to leave the program. Physical altercations will result in immediate discharge from the program

It's also important to know that recovery means change. Change can be scary because there is an initial loss when you begin your journey. You'll have to temporarily give up some freedoms and privileges that you've been used to. While this will be uncomfortable, it will give you a solid chance to be successful in recovery. When will they be restored? It's really up to you. The harder you work on your recovery; the more privileges and freedoms will be given. The goal of the program is to prepare you to live a healthy life in the outside world. Residents will be provided a Phase Up Requirements form to reviews expectations of each phase during the course of their treatment.

### **Intake Phase/Pending Program (IP) (Black Lanyard)**

When you arrive to LVRM, you are now in the IP phase. This is a period of observation of candidates by the staff of both Recovery and Operations. During this is the time, you are pending an assessment. You will remain on property in and be assigned a work therapy position. You may also take care of major concerns approved by Recovery Staff before entering into the program. IP's need to turn in all Cell phones, chargers, head phones and other electronic equipment. If you complete an assessment but remain in IP phase, that is because additional observations need to be made or you're demonstrated some behavior concerns that are needing to be addressed before being admitted into the program. Depending on when you last used, you may also be in the withdrawal stage which can last 15-30 days. You may still have some physical symptoms, craving, irritability, and disordered thinking. Just take things slow and keep communicating with staff. We are here to support you through it. Potential relapse factors in this stage may include having unstructured time, nearness of triggers, other using behavior, powerful cravings, using dreams, paranoia, anxiety, depression and sleep problems.

**Privileges:** During the IP phase and phase 1 you are in "Blackout". Blackout means there is no contact with outside friends and family. You may write letters but you are not able to receive letters in return at this time. You are also given one time calls to family upon arrival.

### **Phase 1 (Red Lanyard)**

In this phase you will be introduced to concepts and skills related to addiction and recovery. You will be creating your individual treatment plan with your counselor. These goals will change throughout your treatment, but they will target your personal struggles with addiction and the consequences of. You should also be stable with medication if that's a part of your treatments. You should be over the withdrawal stage, and feeling better. You might be heading into or in the Honeymoon Stage. This is roughly 15-45 days into recovery. In this stage the recovering person often feels really good and may become overconfident, have difficulty concentrating, develop memory problems, have intense feelings, become overly emotional, experience mood swings, and talk about making many lifestyle changes at one time. Potential relapse factors in this stage include overconfidence, secondary use of other substances, other compulsive behaviors, discontinuation of their structure, resistance to behavioral change, a return to old behaviors/friends/places/lifestyle or an inability to prioritize. Keep talking to staff, we can support you through it.

**Privileges:** You may send mail and receive mail. All incoming mail is given out through your counselor. In this phase you may also start attending off site Church. Our on-site Pastor will directly transport to and from.

### **Phase 2 (Blue Lanyard)**

In this phase you will increase your group session and topics. You continue to work on your individual treatment plan while demonstrating some progression in new coping skills. This can be a hard phase for clients, please remember to **not** make any fast decisions

and work through the barriers. Stay focused. You may feel really great by now (see above about the honeymoon stage) or you may start to hit a wall. This stage may feature a return to old behaviors; an inability to enjoy normal pleasures, anger, hostility, irritability, aggression, depression, anxiety; cravings and using thoughts may increase. It includes mood swings, isolation, unclear thinking, relationship problems, and feeling “defeated”, with an increase in mental health symptoms, feeling exhausted, sleeping more and having using dreams. Potential relapse factors in this stage include increased emotions, relationship conflicts, relapse justifications, loss of motivation, lack of vision in recovery, insomnia, low energy, fatigue, exhaustion, dissolution of structure, no longer completing positive behavioral changes, secondary use of substances and increased mental health symptoms. We can help you work on the balancing or your feeling and hone in on developing healthy coping skills. Keep talking about it and keep walking through it!

**Privileges:** Access to the gym onsite. You may send mail and receive mail. All incoming mail is given out through your counselor. You are able to complete phone passes with approval of your counselor. Your family is also able to visit on site! **VISITOR POLICY:** Visiting may begin in Phase 2 (blue) and is restricted to healthy and appropriate support persons and 12 step sponsors (unless pre-approved by counselor in advance of visit). You may discuss in further detail of who’s approved with your counselor. Visitors will receive an email with instructions by Recovery Staff and have to and follow any current protocols (example: Al-Anon Meetings).

### **Phase 3 (Green Lanyard)**

This phase is an introduction of more privileges. You will start attending outside meetings (12 steps/SMART) and church. This phase provides time for skills to be practices outside of a controlled environment and processed with your treatment team. You will be going through the Adjustment phase of recovery. This is anywhere between 120-180 days. his stage may feature relationship problems, boredom, lack of goals and direction, guilt and shame over past behaviors, job dissatisfaction and relationship dissatisfaction. Underlying psychopathology/trauma/life issues that contributed to the addictive behavior may surface. Potential relapse factors include developing a secondary addiction, relaxing of structure, and a struggling with acceptance of disease, along with reemergence of underlying psychopathology/trauma/life issues. Share what is going on, make sure your treatment plan is changing to target your needs, and use your counselor to the fullest. Things are changing and that can be overwhelming. Don’t get complacent, let’s keep moving!

**Privileges:** Off-site passes, continued visitation, and phone passes.

### **Phase 4 (Orange Lanyard)**

Now is the time to focus on your relapse prevention as you begin to put your life together. This phase includes wrapping up your Treatment plan items, finalizing your exit plan and working with an onsite Peer Support Specialist. You now can become an ambassador of change as you live it and help others. You will be giving more back by



leading groups and being more of a mentor to new clients. You may start experiencing the Resolution stage of recovery. This usually occurs after day 180. In this stage the recovering person can develop insights into the underlying problems that contributed to their addiction, develop insights into unhealthy relationships, may experience cycling patterns of addictive behavior and struggle with the “lifelong” concept of addiction. Other dysfunctional patterns may emerge. Potential relapse factors in this stage include returning to old behaviors, reuniting with using people/places/other triggers, relaxation of their recovery structure and program, and the eventual discontinuation of meetings/treatment. Keep that in mind as you complete your personalized relapse prevention plan. Make sure you have a healthy support system outside of the Mission to help you maintain recovery.

**Privileges:** Off-site passes, continued visitation, phone passes, and usage of onsite computer labs.

### **Phase 5 (Purple Lanyard)**

In this phase, your focus will now be to prepare for God’s plans for the rest of your life, including finding employment, housing that supports your recovery goals, and continue outside meetings. Clients may also be connected to a lower level of care (Outpatient, Intensive Outpatient). You are still a part of the Mission and are required to facilitate meetings, attend Chapel Services, and other onsite programming as identified by Recovery Staff. This transition period is HUGE. Congratulations for making it here!

**Privileges:** Increased off-site passes, continued visitation, cell phone and other approved electronics are given back, able to job search, interview, and obtain employment.

## **LVRM RECOVERY COMMUNITY**

A Therapeutic Community (TC) is a treatment facility in which the community itself, through self-help and mutual support, is the principal means for promoting personal change. Residents and staff participate in the management and operation of the community, contributing to a safe learning environment where CHANGE CAN OCCUR.

In a TC, focus is on social, mental, and behavioral aspects of substance use, with the use of the community to heal individuals emotionally, and support the development of behaviors, attitudes, and values of healthy living!

The therapeutic community (TC) as a model of treatment is based on family and community. It is fundamentally a self-help approach which strives to sustain the main characteristics of a prosocial and positive family environment. This includes structure to provide order in daily living; nurturance through physical and psychological safety;

individual acceptance and encouragement, conditional only upon honest participation; and the transmission of healthy values\*.

The TC is designed to intensify those life experiences that help individuals learn about themselves, gain self-esteem, develop self-respect, learn about others, and foster mutuality and respect for others. In so doing, concepts of responsibility, authority and meaningful codes of behavior are established. There is an expectation for clients to be responsible for maintaining values and codes of behavior held important to the community.

\* De Leon G. (2000). *The Therapeutic Community: Theory, Model, and Method*. New York, Springer Publishing Company.

### **Council Positions**

LVRMs TC consists of peer lead council positions. The number one goal of all positions is to always be uplifting! Every council position has different responsibilities, but all are here to support our clients through the treatment process and to help grow, education, and empower the Therapeutic Community!

It is council member's responsibility to act as role models for the community members, the members of council are accountable for the overall condition and operation of the community. Each council member should assume personal responsibility for the completion of all tasks as well as the manner in which they are performed. Tasks should be performed in a manner that supports the values of the therapeutic community.

All council members must exhibit the concepts and behaviors outlined through the Therapeutic Community and Right Living. They must be sufficiently affiliated with the program to stand up and defy the street/criminal code as their positions require reporting rule infractions, attitude problems, behavioral issues, etc.

All council members will meet once a week as a committee to discuss the business of the house. The council leads (Senior House Coordinators and Recovery Assistant) will then meeting with Recovery management to discuss issues, needs, concerns, and overall progress.

### **The Positions and Job Functions**

If you want to be a part of it, you are more than welcome to join! If you do not want to join or wish to leave once you are on that's okay to. The council will identify those they see are working hard in their program and will make a recommendation to staff for that person to join. Once a part of the council, you are required to meet on Sundays at 1pm. If you miss 2 council meeting without notice (no call no show) it is automatic removal. This is for the duration of the stay.

All council members will meet once a week as a committee to discuss the business of the house. All persons identified as staff of the day will attend council unless approved

otherwise. At least one management member will be present in council as well to discuss any house issues.

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It is council member's responsibility to act as role models for the community members, the members of council are accountable for the overall condition and operation of the community. Each council member should assume personal responsibility for the completion of all tasks as well as the manner in which they are performed. Tasks should be performed in a manner that supports the values of the therapeutic community.

**The Teacher:** provide insight from specific topics. May also report outside news and headlines from our community and around the world.

**Recovery Assistant** Assists with accountability for all. Meets with Recovery Management to discuss any house issues, concerns, or progress along with Senior House Coordinator. Will be a first contact with clients for needs. Assist the Case Managers with providing bus passes, clothing, or other appropriate necessities. They will make announcements in General Session and work on continued engagement with clients in the program.

**Senior House Coordinator:** This position is the top of the house. They communicate directly with staff about any and all house related issues, along with the recovery assistant. They assist in facilitating General Session. Signs all proposals and helps staff to ensure that all house guidelines are being followed. Initiates and facilitates conflict resolutions. Helps to role model positive behavior doing everything they can to help the house and staff.

**Hall Coordinators:** They will oversee individual hallways, and make sure clients are in group or where they are supposed to be. Assist with room checks and facilitates roll call daily. Also helps with any house issues including conflict resolutions or engagement. Focuses on motivating and encouraging residents.

**Engagement Team:** Responsible for inspirational quotes, house headlines and uplifting the house. Will facilitate a welcoming party to all new clients and assigning big brother/ big sister. Holds celebrations such as sobriety achievements, birthday celebrations and cultural/holidays.

**Chore Chiefs:** Checks daily that chores are done. They work with staff to determine schedule and staffing of each chore. Stays neutral and fair. Helps to motivate clients to complete daily activities.

**GYM SUPERVISOR:** Will assist clients and staff to design, implement and promote health and wellness opportunities for clients. Responsible for gym orientation, monitoring cleanliness of the gym, etc.

## House Philosophy

### Gods Arrows

We are Gods Arrows. Here at the Las Vegas Rescue Mission, God is sharpening us to go forward and further than we ever have. God is preparing for us, at the right time for increase. And Bless us more than we can fathom or imagine! And yet at the Las Vegas Rescue Mission, the pains and frustrations all add up to molding us, mending us, and sharpening us to be fit for greater works; and the Journey ahead! So together, we are one. Now let's put up the great fight, because we matter! And our families, friends, and co-workers deserve a better version. So, let's put one foot in front of the other, and put our heads down, and give Thanks to God for giving us another chance.

Zechariah 4:10 Do not despise these small beginnings, for the Lord rejoices to see the work begin.

## COMMUNAL LIVING

You will be assigned a room by staff. It is communal living and it needs to be respected as such. You will be assigned to a room with shelves and racks to hang your clothing. Do not add any additional (ex: furniture, personal appliances, lights, fans, microwave ovens, etc.). Some other guidelines to follow include:

- a. **Make your bed** immediately upon getting up in the morning.
- b. **Keep it clean!** Room cleanliness is everyone's responsibility. Nothing is allowed on the floors; excessive items must be removed.
- c. **No Visitors.** Only residents assigned to that room may be in that room. This includes clients in the program.
- d. **NO Pins/Nails/Pictures/Stickers in/on walls/doors.**
- e. **Turn it off!** The last person leaving your room is responsible for turning off all lights and air conditioning/heating units.
- f. **NO Food, chewing tobacco or drinks** in the rooms or dormitory buildings AT ANY TIME! (water is allowed).

**GYM FACILITIES:** There is a gym for approved residents. Keeping it clean is each user's responsibility. No food, smoking products/chewing tobacco or drinks are permitted in there or any of the buildings. Gym orientation must be completed prior to entering.

Room inspections are conducted on a regular and random basis! Violations will be considered infractions and result in consequences.

### **HYGEINE & LAUNDRY:**

Showering and other personal hygiene is expected on a daily basis. In the MEN'S DORM you may do laundry each week during approved hours. Remove clothing promptly so the machines can be used by others. You are expected to participate in daily cleaning/sanitizing of the dorms/common areas and grounds each day as assigned staff.

### **DRESS CODE AND PERSONAL APPEARANCE:**

Residents must be fully and appropriately dressed in the common areas of the residence, the lobby, library, and anywhere outside the building. Fully dressed means appropriate undergarments, pants/ shorts/skirts, shirt, shoes and socks. **PAJAMAS ARE NOT ACCEPTABLE** in any area outside of your bedroom/bathroom. Shorts are permitted during extreme heat periods but must be appropriate for this facility. Shorts cannot be shorter than an inch above the knee, and as approved by the mission staff. Thin strapped tank tops are not allowed, all tank tops must have a minimum of two-inch shoulder width. Undershirts are NOT to be worn as wardrobe tops and is at the discretion of staff to identify if inappropriate. Sandals may be worn in the dorms or veranda for men and gazebo for women. In all other areas of LVRM property, shoes and socks are required at all times. Closed toe shoes are the only approved footwear in the dining hall for residents. Work therapy attire may differ from normal day clothing. Please discuss this with your work therapy supervisor. Hats must be removed when entering any building (unless authorized for work purposes). While you reside at the LVRM, you may not make any drastic changes to your appearance. This includes but not limited to: additional piercings (or initial if you currently have none), initial or new tattoos, major changes to your hair cut and/or color, major style changes, etc. If you are on Parole or Probation, any changes may need additional approval from your officer.

This is a Christian Recovery Program and clothing with any inappropriate pictures, text or logos are strictly prohibited.

**CLOTHING:** You will be issued additional clothing after admission. We require you to not accumulate clothing. No more than the sets of clothing listed below will be allowed (see the breakdown of clothing).

#### Everyday Clothing

7 Shirts

1 Dress Shirt

6 Pants (preferably Blue Jeans or dress pants)

3 Shorts/dresses (No shorter than 1 inch above the knee)

2 Sets of Work Out/Exercise Clothes

4 Pairs of Pajamas

7 Bras

10 Underwear

10 Pairs of Socks

7 Pairs of Shoes (i.e. 1 dress pair, 2 work pair, 2 pair tennis/athletic shoes, 1 house shoes/ flip flops **NOT TO BE WORN OUTSIDE THE DORM**, and 1 Set of Shower Shoes)

#### Seasonal

- 1 Pair Gloves
- 2 Hats or beanie's
- 2 Jackets
- 2 Sweaters

Seasonal Clothing needs to be traded in when it's no longer appropriate or new seasonal clothing is needed

## WORK THERAPY

### Receive a WORK ASSIGNMENT:

New residents are assigned a work therapy. Residents **DO NOT** get to choose their work therapy assignment during treatment. Work therapy is assigned based on the need of the Mission. It is your responsibility to be at that assignment on time and for the entire shift. Residents are encouraged to help in other areas when they are available to do so, and when the need arises. **Do not miss any classes, groups, or meetings due to work therapy assignment; your recovery comes first!** Only exception is if there is a specific need and the Work Therapy Supervisor needs you to remain on shift, they are to contact Recovery staff and inform them of your absence.

The Work Therapy Program is designed to facilitate your healing and growth while preparing you for a life of successful employment. Solid work ethics, positive experiences, and the cultivation of valuable skills are the focus of the Work Therapy Program. The program will also help you find meaning and value in your work, and to help you balance work with the other areas of your life.

## OTHER THINGS YOU MAY WANT TO KNOW

### ELECTRONIC DEVICES

The use of personal laptop computers (no desk tops), DVD players, radios, MP3's, etc. is considered a privilege for advancement in the program. NO DEVICES (MP-3 players, DVD players, laptops, etc.) are allowed until resident is approved to have such by staff and you are in a higher phase (most likely phase 3/green and up).

Cell phones are not allowed until phase 5 of treatment and at the counselor's discretion. All devices must be used in ways that promote a Christian, recovery environment. Meaning, you will use your phone to find stable living and for enhancing your recovery. You may call family and loved ones. Anything you complete on your phone may be discussed or shown to staff. You are NOT allowed to let others in lower phases use your phone. You will not use your phone to break any additional rules of the Mission (example: calling another client, staff, volunteer, etc.)

**Respect the Atmosphere** The atmosphere at LVRM needs to promote a safe and healing, environment. Therefore, profanity, and music, videos or movies that use profanity or promote sex and drug usage will not be tolerated.

**No Trading or Selling** To maintain a safe and fair environment for all participants, trading, selling, or bartering of any items is strictly prohibited while in the recovery program. This includes, but is not limited to:

- Exchanging personal items (e.g., clothing, shoes, electronics) for money, favors, or other goods.
- Purchasing items offsite, such as vapes, and reselling them to other participants.
- Trading food, personal belongings, or program-issued supplies with others.

Engaging in these activities may result in disciplinary action, up to and including dismissal from the program. If you have financial or personal needs, please speak with staff for appropriate resources and assistance.

All electronic devices, along with all personal property, including mail, may be randomly searched by staff at any time.

### **LEAVING PROPERTY**

All residents must sign out before leaving LVRM and sign back in upon your return. Leaving property without permission or without signing out may be considered a self-discharge from the program.

### **CURFEW**

Curfew is the identified time where all residents need to be back on property. LVRM has identified 9pm to be the standard time Monday thru Sunday. Any exception will need prior approval. Failure to be on property after curfew may be considered a self-discharge from the program.

## **MEDICAL CARE**

If you are currently not under the care of a health care professional, LVRM will connect you to primary care either on or off LVRM property. We will also provide virtual psychiatric services through community partnerships. You are able to address your mental health medication needs.

**Medications:** If you are prescribed medications for mental or physical health, you are required to take as prescribed or be re-evaluated by a doctor. It is a violation to take medication that is not prescribed to you or not as prescribed, taking medication without staff knowledge, or the stopping of medication without staff knowledge. Continued noncompliance with adherence to the medication guideline outlined above may result in termination from the program.

All medications must be checked-in with LVRM staff upon entry to the building. Medications will be kept in a designated locked area with only staff having access. LVRM follows a self-administered medication policy and you will be responsible for

dispensing your own medication under the direct supervision of staff. Medication times are indicated on the group schedule.

## SAFETY

### HEALTHY BOUNDARIES

While at LVRM boundaries will be respected at all times. Boundaries include physical, mental & emotional. The term fraternization is used to identify inappropriate boundaries that are being observed. Residents are not allowed to have excessive social contact or contact that is not drive by purpose (work therapy, under supervision with staff, etc.) with volunteers, donors, guests (shelter clients), student interns, and other residents. Contact with any children not related to you is strictly prohibited. Avoid any behavior that gives the appearance of fraternizing. Do not touch others without permission. Be respectful that this is a dorm atmosphere and privacy is limited. Any violations may lead to discharge.

**Searching and Contraband:** Staff may implement a search for contraband items at any time and your room may be searched for contraband items. You may be given a urinalysis (drug test) at any time. If there are drugs on site or paraphernalia, this will be grounds for immediate discharge. **Possession or use of any weapons (including fashioned weapons) is not permitted.**

### Client Grievance Policy

As a client participating in one of LVRMs programs, they have the right to file a feedback form which includes: **Suggestions, Kudos, and Grievance**. We enjoy hearing what we are doing well and any suggestion you have on how to better our programming.

We also understand at time you may have a grievance. A grievance may be submitted for any reason without fear of discharge or reprisal. If they believe their rights have been violated or believe that treatment is or has been unsatisfactory, they may file a grievance. They can submit the Feedback Form either directly by filling out the form and providing to staff or anonymously in a feedback box located in the Chapel. The box will be checked by management staff consistently.

Below are the possible steps in a grievance. Depending upon the nature and/or severity of the complaint, Senior Management up to the CEO may recommend eliminating one or more steps in order to resolve the grievance more quickly.

- 1) You can talk about the complaint with the staff member involved or responsible for the area of concern and try to solve the matter informally. You will not be discharged or have any reprisal because you filed a grievance. If the informal approach does not resolve the situation, you will need to present the grievance to your counselor in written form or you can place in the box located in the chapel. If you need help in writing the grievance, staff will assist you. Your counselor or appropriate staff will set up a meeting with you and discuss all concerns and may provide a written response if applicable.



- 2) If the grievance is not resolved, you may request a meeting, that will be held with the Program Supervisor or Senior Management and everyone involved in Step 1.
- 3) If the grievance is still not resolved, you may request a meeting with the COO and all parties involved. The CEO will schedule and hold the meeting. The COO may include other appropriate management staff in the meeting in order to speed up the resolution of your grievance.
- 4) If the grievance is still not resolved, you may request a meeting with the CEO or Board of Directors and all parties involved. The decision of the Board of Directors is final.

## LEAVING LVRM

### Discharge

Please see staff for specific information on Discharge. The overall goal is to have your discharge be by completing the program. Unfortunately, there are other ways you can be discharged. The good news is that Genesis is a grace-based program that is built on mutual respect. No one gets 'kicked out', but you may be terminated by doing the following behaviors:

1. **Resigning:** telling the Program staff you no longer want to continue. If you choose to self-discharge after normal business hours, you will have to return during Monday through Friday from 10am- 2pm to collect any property being held by the recovery program. Las Vegas Rescue Mission will only hold property for 30 days after discharge at which time the items will be disposed of.
2. **Using drugs or alcohol:** continued use of substances (drugs, alcohol, etc.) off property. DRUG AND ALCOHOL TESTING WILL BE DONE RANDOMLY. Refusal to take one will be considered as a positive. Therapeutic interventions will be completed which may include discharge and referral to another agency for treatment.
3. **Possession and/or use of any alcohol and drugs on property (including prescribed narcotics)** will be considered a violation of this guideline. This is grounds for immediate discharge and removal from the program and property.
3. **Theft.** This makes for an unsafe program environment. This includes taking or giving LVRM property without authorization.
4. **Bullying and Violence:** This can be physical, emotional, verbal, sexual or racial. Any physical altercation is immediate grounds for discharge. Possession of a weapon of any type is also grounds for immediate dismissal.
5. **Going AWOL.** This includes leaving site without proper accountability or authorization or failing to sign out when leaving property. If we don't know where you are, we will assume you have quit the program.
6. **Romantic or sexual fraternization. Recovery is a time for you to focus on yourself and a time for YOU to become independent and healthy.** Forming sexual or romantic bonds with another program member not only takes your focus off recovery, but your partner's as well.

It's extremely important that the recovery program environment remain safe and healing. Each of the behaviors mentioned above are serious threats to the safety of our

environment, therefore, they are known as 'Safety Violations' and may result in immediate program termination. However, because relapses and very bad days happen, grace provides a 'door back in' through a restoration process

**If you terminate your program:**

1. You will need to leave property in a time frame established by the Recovery Team, Security and Senior Management.
2. You will have to remove your possessions from the program dorm before they are recycled. Items are disposed of after 30 days from discharge. If you self-discharge after business hours you will have to return Monday through Friday between 10am and 2pm to collect any property being held by the mission.
3. If you desire to reenter the program, you will be told when the date is that you can reapply, and any recovery activities you need to accomplish.

LVRM will always provide you with recourses to help support your recovery!

## Alumni

Once you complete the program and transfer off property, you are considered Alumni. You will be provided the policy to review appropriate boundaries. The Mission holds Monthly Panel Meetings once a month. We also provide weekly Alumni Support Group Meetings. This may be in person or offered virtually. If you are interested, please make sure you speak to staff before leaving the property and we have up to date contact information for you.

## Hotlines

**Hours of operation are primarily from 8am to 5pm. For Crisis Intervention or Suicide Prevention Services available 24/7:**

- If you are ever in immediate danger, call 9-1-1.
- For anyone who is in crisis and/or thinking about suicide, you can call the National Suicide Prevention Lifeline at **(800) 273-TALK (8255)**. This resource is available 24 hours a day, 7 days a week.
- For Suicide Prevention or Mental Health Crisis you may call **988**. This resource is available 24 hours a day, 7 days a week.
  - Press 1 for Veterans
  - Press 2 for Spanish
  - Press 3 for LGBTQIA2S+
  - Text 988 (English only)
- Crisis Text Line with a trained crisis counselor for free:
  - Text TALK to 741741 for English

- Text Ayuda to 741741 for Spanish
- For hearing impaired individuals, you can call 1-800-799-4TTY (4889).
- For Spanish speaking individuals, you can call 1-888-628-9454
- Veterans can also call the (800) 273-TALK (8255) and press 1, to receive help specific to your needs. You can also send a text message to 838255.
- The Trevor Project is a crisis line specifically meeting the needs of youth who are in crisis or thinking about suicide, who are lesbian, gay, bisexual, transgender, and questioning. This is a 24-Hour resource available at 1-866-488-7386
- If you are in a violent relationship and need help, call the Nevada Statewide Domestic Violence Hotline (800) 500-1556 or the National Domestic Violence Hotline (800) 799-7233.

### **For Further Information**

For additional information about LVRM program and policies, contact any LVRM Staff Member.



“You are the light of the world—like a city on a hilltop that cannot be hidden.”  
Matthew 5:14 NLT